GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:4974
ANSWERED ON:16.12.2016
Promotion of Regional Languages in Banks
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Will the Minister of FINANCE be pleased to state:

a) whether the Government is planning to promote the regional languages in banking sector for the ease of understanding for rural population; and

b) if so, the details thereof?

Answer

The Minister of State in the Ministry of Finance

(a) and (b) Reserve Bank of India has, inter alia issued following instructions to promote the regional languages in banking sector for the ease of understanding for rural population:

I. Displaying indicator boards at all the counters in English, Hindi as well as in the concerned regional language. Business posters at semi-urban and rural branches of banks should also be in the concerned regional languages.

II. Providing customers with booklets consisting of all details of service and facilities available at the bank in Hindi, English and the concerned regional languages.

III. Use of Hindi and regional languages in transacting business by banks with customers, including communications to customers.

IV. In order to ensure that banking facilities percolate to the vast sections of the population, banks should make available all printed material used by retail customers including account opening forms, pay-in-slips, passbooks etc., in trilingual form i.e., English, Hindi and the concerned Regional Language.

V. All cheque forms should be printed in Hindi and English. The customer, may however, write cheques in Hindi, English or in the concerned regional language.

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